

RURAL WATER MANAGEMENT SERVICES, LLC
STATUS REPORT FOR THE CITY OF CAVE SPRINGS
April 5, 2016

March Statistics

Number of Water Customers: 1,275

Number of Sewer Customers: 474

Number of Min Monthly Sewer: 62

Water Sold (gallons): 3,974,600

Water Used by City (gallons): 6,340

March Report

1. 181 delinquent account notices were mailed out on March 17
 - a. 10 customers where disconnected
 - b. All but 3 have paid their delinquent balances
 - c. We had one of the shutoff customers attempt to cut off the lock on their meter. They ended up breaking the lock. The operators had to dig up the meter box so that they could get to the lock in order to cut it off. Law enforcement was notified. The customer was charged a tampering fee and will be billed for damages.
2. No issues to report with the March billing.
3. Trained new front office personnel on new billing system.
4. Paperwork is in process for setting up credit card payments using a payment provider (Forte) that interfaces with the new billing system. Should be ready to set this up in the next couple of weeks.
 - a. This will allow customer payments to be posted automatically to their accounts when they pay online by credit card. (Currently, when customers pay online with UtilityPay.org, we will receive an email with the payment information which in turn has be manually entered into the billing system).
 - b. Forte also offers lower transaction fees than UtilityPay.org
5. Received the 2015 Consumer Confidence Report from the Arkansas Department of Health. This report will be mailed out with the April water bills. There is also a copy of this report posted in the lobby of City Hall.
6. Created new user agreements specific to builders and contractors. We don't need the same level of detail from builders and contractors as we do for residents. This will help simplify the process for them.
7. Implemented new parts ordering policy requiring second-level approvals. This is to ensure inventory is not overstocked, to ensure only necessary items are purchased for

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repairs and maintenance, and to help track items that need to be billed to customers or builders.

8. Procedures and Policies for the front office for:
 - a. Terminating customer accounts
 - b. Month-end Processing for billing and reports
 - c. Handling Delinquent Accounts and Service Disconnection
 - d. Payment collection